

Geneseo Telephone Company



111 East First Street - P.O. Box 330 - Geneseo, IL 61254 - Phone: 309-944-2103 - Fax: 309-944-4406

Received & Inspected
JUN 20 2012
FCC Mail Room

June 18, 2012

Office of the FCC Secretary
Marlene H Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

USAC
2000 L Street NW
Suite 200
Washington, DC 20036

To whom it may concern:

In accordance with Part 54.313(a) of the FCC rules, and as directed in WC Docket No. 10-90, attached is Geneseo Telephone Company, Cambridge Telephone Company and Henry County Telephone Company's certification and service quality standard reports. These service quality standard reports are filed on a quarterly basis with the Illinois Commerce Commission per their Part 730 rules.

Should you have any questions concerning this information, please feel free to call me at 309-944-8002.

Sincerely:

Scott Rubins
President & CEO
Geneseo Telephone Company

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List ABCDE

JUN 20 2012

FCC Mail Room

Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)**WC Docket No. 10-90****§ 54.313(a)(2) – Outage reporting**

_____ My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

_____ My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

_____ My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Geneseo Telephone Company	Illinois	341016
Cambridge Telephone Company	Illinois	340983
Henry County Telephone Company	Illinois	341029

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



[Signature of Corporate Officer]

Scott D Rubins

[Printed Name of Corporate Officer]

President & CEO

[Title of Corporate Officer]

Date:

6-18-2012

Carrier's Name Geneseo Telephone Company

Carrier's Address 111 East First St, Geneseo, IL 61254

Carrier's Telephone Number (309) 944-2103



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Geneseo Telephone Company
for Filing Period 1/1/2011 to 3/31/2011
Tracking Number 3952

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information Section 730.510(a)(1)	4.50	4.50	4.70	4.57
C. Repair Office Answer Time Section 730.510(b)(1)	2.50	17.80	7.00	9.10
D. Business or Customer Service Answer Time Section 730.510(b)(1)	9.80	21.90	5.40	12.30
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.50	0.53	0.42	0.48
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.00 %	2.00 %	4.00 %	3.70 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Geneseo Telephone Company
for Filing Period 4/1/2011 to 6/30/2011
Tracking Number 4081

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information Section 730.510(a)(1)	9.77	8.31	9.67	9.25
C. Repair Office Answer Time Section 730.510(b)(1)	19.10	13.40	9.50	14.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	19.00	10.70	19.30	16.33
E. Percent of Service Installations Section 730.540(a)	100.00 %	97.00 %	100.00 %	99.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	96.00 %	97.00 %	98.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.72	0.74	0.90	0.79
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	2.00 %	6.00 %	4.00 %	4.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Geneseo Telephone Company
for Filing Period 7/1/2011 to 9/30/2011
Tracking Number 4281

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.10	1.80	1.30	2.07
B. Operator Answer Time - Information Section 730.510(a)(1)	12.72 *	10.74 *	7.05	10.17 *
C. Repair Office Answer Time Section 730.510(b)(1)	8.40	11.00	19.10	12.83
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.20	18.50	19.80	16.17
E. Percent of Service Installations Section 730.540(a)	100.00 %	98.00 %	100.00 %	99.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.13	0.91	0.30	0.78
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	3.00 %	3.00 %	15.00 %	7.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Geneseo Telephone Company
for Filing Period 10/1/2011 to 12/31/2011
Tracking Number 4405

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information Section 730.510(a)(1)	8.64	7.95	8.34	8.31
C. Repair Office Answer Time Section 730.510(b)(1)	9.50	16.80	3.70	10.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.70	20.00	9.70	13.47
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.12	1.08	0.46	1.22
H. Percent Repeat Trouble Reports Section 730.545(c)	1.00 %	1.00 %	3.00 %	1.67 %
I. Percent of Installation Trouble Reports Section 730.545(f)	1.00 %	4.00 %	6.00 %	3.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Cambridge Telephone Company
for Filing Period 1/1/2011 to 3/31/2011
Tracking Number 3953

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information Section 730.510(a)(1)	4.50	4.50	4.70	4.57
C. Repair Office Answer Time Section 730.510(b)(1)	2.50	17.80	7.00	9.10
D. Business or Customer Service Answer Time Section 730.510(b)(1)	9.60	21.90	5.40	12.30
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.76	2.08	0.62	1.15
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Cambridge Telephone Company
for Filing Period 4/1/2011 to 6/30/2011
Tracking Number 4082

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information Section 730.510(a)(1)	9.77	8.31	9.67	9.25
C. Repair Office Answer Time Section 730.510(b)(1)	19.10	13.40	9.50	14.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	19.00	10.70	19.30	16.33
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.55	1.02	1.26	0.94
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Cambridge Telephone Company
for Filing Period 7/1/2011 to 9/30/2011
Tracking Number 4280

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.10	1.80	1.30	2.07
B. Operator Answer Time - Information Section 730.510(a)(1)	12.72 *	10.74 *	7.05	10.17 *
C. Repair Office Answer Time Section 730.510(b)(1)	8.40	11.00	19.10	12.83
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.20	18.50	19.80	16.17
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.71	0.78	0.95	0.81
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	20.00 %	9.00 %	0.00 %	10.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Cambridge Telephone Company
for Filing Period 10/1/2011 to 12/31/2011
Tracking Number 4406

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information Section 730.510(a)(1)	8.64	7.95	8.34	8.31
C. Repair Office Answer Time Section 730.510(b)(1)	9.50	16.80	3.70	10.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.70	20.00	9.70	13.47
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.97	1.03	1.11	1.37
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	6.00 %	0.00 %	2.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Henry County Telephone Company
for Filing Period 1/1/2011 to 3/31/2011
Tracking Number 3954

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.00	0.90	1.00	0.97
B. Operator Answer Time - Information Section 730.510(a)(1)	4.50	4.50	4.70	4.57
C. Repair Office Answer Time Section 730.510(b)(1)	2.50	17.80	7.00	9.10
D. Business or Customer Service Answer Time Section 730.510(b)(1)	9.60	21.90	5.40	12.30
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired In < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.16	1.43	2.23	1.61
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	4.00 %	1.33 %
I. Percent of Installation Trouble Reports Section 730.545(f)	8.00 %	0.00 %	0.00 %	2.67 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

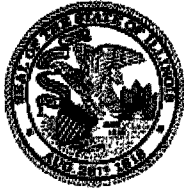
Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Henry County Telephone Company
for Filing Period 4/1/2011 to 6/30/2011
Tracking Number 4083

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information Section 730.510(a)(1)	9.77	8.31	9.67	9.25
C. Repair Office Answer Time Section 730.510(b)(1)	19.10	13.40	9.50	14.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	19.00	10.70	19.30	16.33
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	95.00 %	100.00 %	98.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.80	1.98	1.96	1.58
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	10.00 %	0.00 %	0.00 %	3.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Henry County Telephone Company
for Filing Period 7/1/2011 to 9/30/2011
Tracking Number 4279

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.10	1.80	1.30	2.07
B. Operator Answer Time - Information Section 730.510(a)(1)	12.72 *	10.74 *	7.05	10.17 *
C. Repair Office Answer Time Section 730.510(b)(1)	8.40	11.00	19.10	12.83
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.20	18.50	19.80	16.17
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.31	1.04	1.13	1.16
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Henry County Telephone Company
for Filing Period 10/1/2011 to 12/31/2011
Tracking Number 4407

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information Section 730.510(a)(1)	8.64	7.95	8.34	8.31
C. Repair Office Answer Time Section 730.510(b)(1)	9.50	16.80	3.70	10.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	10.70	20.00	9.70	13.47
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.45	1.33	2.57	2.12
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	7.00 %	0.00 %	0.00 %	2.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0